



Electronic Filing System (EFS) Data

Electronic Patent Application Submission

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EFS ID: 57285
Application ID: 10735470
Title of Invention: METHOD AND APPARATUS FOR
PROVIDING INTEGRATED
CUSTOMER CARE AND WORK-
FLOW MANAGEMENT
First Named Inventor: Anand Kumar
Domestic/Foreign Application: Domestic Application
Filing Date: 2003-12-12
Effective Receipt Date: 2004-03-17
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Statement
Filing Type:
Confirmation number: 4313
Attorney Docket Number: 717841.4



Total Fees Authorized:

Digital Certificate Holder: cn=Mark E. Stallion,ou=Registered Attorneys,ou=Patent and Trademark Office,ou=Department of Commerce,o=U.S. Government,c=US
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TRANSMITTAL

Electronic Version v1.1
Stylesheet Version v1.1.0

Title of Invention	METHOD AND APPARATUS FOR PROVIDING INTEGRATED CUSTOMER CARE AND WORK-FLOW MANAGEMENT	
Application Number:	10/735470	
Date:	2003-12-12	
First Named Applicant:	Anand Kumar	
Confirmation Number:	4313	
Attorney Docket Number:	717841.4	
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Submitted by:	Elec. Sign.	Sign. Capacity
Mark E. Stallion Registered Number: 46,132	/Mark E. Stallion/	Attorney
Documents being submitted us-ids	Files nisc4-usidst.xml us-ids.dtd us-ids.xsl	
Comments		

MAR 17 2004

PATENT & TRADEMARK OFFICE

ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18
Stylesheet Version v18.0

Title of Invention	METHOD AND APPARATUS FOR PROVIDING INTEGRATED CUSTOMER CARE AND WORK-FLOW MANAGEMENT						
Application Number:	10/735470 						
Confirmation Number:	4313						
First Named Applicant:	Anand Kumar						
Attorney Docket Number:	717841.4						
Search string:	(6519571 or 5943656 or 6526409 or 6141651 or 6453038 or 6334116 or 6317718 or 6182060 or 20030065529 or 20020156797 or 20030028451 or 20030023453 or 20020198629 or 20010024497 or 20030069780 or 20030009401 or 20020188497).pn.						

US Patent Documents

Note: Applicant is not required to submit a paper copy of cited US Patent Documents

init	Cite.No.	Patent No.	Date	Patentee	Kind	Class	Subclass
J.P.	1	6519571	2003-02-11	Guheen, et al.			
	2	5943656	1999-08-24	Crooks, et al.			
	3	6526409	1996-09-10	Leenstra, et al.			
	4	6141651	2000-10-31	Riley, et al.			
	5	6453038	2002-09-17	McFarlane, et al.			
	6	6334116	2001-12-25	Ganesan, et al.			
V	7	6317718	2001-11-13	Fano			
J.P.	8	6182060	2001-01-30	Hedcock, et al.			

US Published Applications

Note: Applicant is not required to submit a paper copy of cited US Published Applications

init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
J.P.	1	20030065529	2003-04-03	Pitchaikani, et al.			

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2	20020156797	2002-10-24	Lee, et al.
3	20030028451	2003-02-06	Ananian
4	20030023453	2003-01-30	Hafen, et al.
5	20020198629	2002-12-26	Ellis
6	20010024497	2001-09-27	Campbell, et al.
7	20030069780	2003-04-10	Hailwood, et al.
8	20030009401	2003-01-09	Ellis
J.P.	20020188497	2002-12-12	Cerwin

Signature

Examiner Name	Date
/John Preston/	01/06/2011

ALL REFERENCES CONSIDERED EXCEPT WHERE LINED THROUGH. /J.P./